



PROPOSED 9-1-1 POLICY AND PRACTICE CHANGES

Description

The State of California, Governor's Office of Emergency Services, Public Safety Communications, California 9-1-1 Emergency Communications Branch (CA 9-1-1 Branch) provides oversight and management of the State Emergency Telephone Number Account (SETNA). SETNA provides a funding mechanism for the replacement or upgrade of 9-1-1 equipment and services used by Public Safety Answering Points (PSAPs).

Background

In 2012, the CA 9-1-1 Branch conducted a review of the State's current 9-1-1 policy and practices, in an effort to ensure sufficient resources are made available to PSAPs and align with the laws passed by the California State Legislature as defined in California Government Code, Section 53100 et seq.; and, the California Revenue and Taxation Code, Section 41001 - 41019 et seq., Emergency Telephone Users Surcharge Act. The review and analysis identified seven proposed 9-1-1 policy and practice changes.

Timeline

- On April 17, 2013, the State 9-1-1 Advisory Board (Board) approved four of the seven 9-1-1 policy and practice changes and voted to establish a Workgroup to assess and further review the remaining three 9-1-1 policy and practice changes.
- On July 31, 2013, the Board approved the nine (9) Workgroup members representing public safety associations and stakeholders.
- On February 19, 2014, the Workgroup Chairman presented the Workgroup's final 9-1-1 policy recommendations at the Board's quarterly meeting. The CA 9-1-1 Branch was tasked with implementing the final recommendations. Over the next few months three Virtual Town Hall meetings (webinars) will be scheduled to present changes, answer previously submitted questions, as well as answer questions in real-time.
- On February 20, 2014, the CA 9-1-1 Branch issued an e-mail to all PSAP Managers and 9-1-1 County Coordinators that transmitted the Workgroup's final 9-1-1 policy recommendations' document. The e-mail also requested questions to be submitted in writing so that they may be reviewed, answered, and used for the future Virtual Town Halls.

Key Information

| Proposal | Description of Proposed Changes | Outcome/Status of Policy Changes |
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| REALIGNS PRACTICES WITH EXISTING LAW | Requires local 9-1-1 dispatch centers to submit an annual spending plan by July 1 st of each year. | Effective date: 2/19/2014. The CA 9-1-1 Branch will issue a notice to PSAPs advising of timelines and the specific action to be taken. |
| | Provides funding for "incremental" and system cost consistent with statute and sunsets annual accrual funding process. | Effective date: 2/19/2014. Annual accrual funding process sunsets. Approved incremental costs will be incorporated into the CA 9-1-1 Operations Manual. The proposed Transition Plan from the current funding methodology to the new funding methodology will be applied. |
| | Sets maximum travel reimbursements consistent with State rates. | Effective date: 7/1/2013. Travel reimbursement at the State rates. |
| CHANGES PRACTICES | Changes equipment replacement policy from five to seven years. | Effective date: 2/19/2014. The equipment replacement cycle will remain as a 5-year cycle. |
| | Provides annual training allotments of \$3,000 and sunsets the California National Emergency Number Association (CALNENA) allotment. | Effective date: 7/1/2013. CALNENA allotment sunsets. The annual training allotment of \$3,000 became available. |
| CHANGES CONTRACT ADMINISTRATION | Sets maximum reimbursement rates for foreign language interpretation services consistent with State's Contract | Effective date: 7/1/2013. PSAP transition to the State's Contract rates occurred over a one-month timeframe. |
| WIRELESS SERVICE PROVIDER POLICY | Sunsets the existing Wireless Service Provider (WSP) Policy. | Effective date: 6/2/2013. Reimbursement to WSP carriers for their costs to implement Wireless Enhanced 9-1-1 sunsets. |